Tonks & Firkin Residential Lettings Ltd

Complaints Policy & Procedure

At Tonks & Firkin, we want to ensure that all our customers are pleased with their experience of our service. We take complaints very seriously indeed. If a customer makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible. Our procedure is based on these objectives.

Tonks & Firkin has an effective complaints system in place to ensure that identifying, receiving, recording, handling and response to any comments, observations or complaints occurs within a strict timetable which is clearly documented.

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; that they will be listened to and responded to without fear of discrimination in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.

Where they lack confidence or require help, they will be supported by helpful staff members. Their complaint will be fully documented and fairly dealt with and following investigation, lessons learned can lead to changes being made to avoid future complaints.

These clear complaint procedures are monitored and reviewed by the Director **Adrian Priddey**.

Customer Complaint Procedure

If a customer complains on the telephone or in the office, we will listen to their complaint and offer to refer him/her to the Office Manager immediately. If he/she is not available at the time, then the customer will be told when they will be able to talk to the Office Manager and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the customer does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

- If the customer complains in writing the letter will be passed on immediately to the Office Manager.
- A written response of acknowledgement to the complaint normally within three working days.
- We will seek to investigate the complaint within 10 working days of receipt to give an explanation of the circumstances which led to the complaint. If the customer does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 10 working days we will notify the customer, giving reasons for the delay and a likely period within which the investigation will be completed.

- We will confirm the decision about the complaint in writing within 15 working days of completing our investigation.

- Proper and comprehensive records are kept of any complaint received.

If customers are not satisfied with the result of our procedure, then a complaint may be made to:

The Property Ombudsman
The Property Ombudsman Ltd,
Unit 159756
PO Box 7169
Poole
BH15 9EL
Tel:01722-335458

Propertymark
Arbon House,
6 Edgehill Drive
Warwick
CV34 6LG
help@propertymark.co.uk
Tel: 01926-496800

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